



## **System Alignment Taskforce**

**September 18, 2014  
Indiana Government Center South  
Conference Room 1  
Indianapolis, IN 46204**

### **MEETING MINUTES**

**Members Present:** Rep. Steve Braun, JR Gaylor, Teresa Lubbers, Neil Pickett, Derek Redelman, Carol Rogers, David Shane

**Members Not Present:** Brian Burton, Brooke Huntington, Joe Loughrey, Eric Shields

**Staff Present:** Jackie Dowd, Nate Klinck, Nicole Norvell (FSSA-DDRS)

#### **I. Welcome and Call to Order**

Taskforce Chair, Neil Pickett, called the meeting to order at 4pm and welcomed members in attendance. Mr. Klinck introduced Nicole Norvell, the Director of the Division of Disability and Rehabilitative Services at FSSA. Mr. Norvell oversees the Vocational Rehabilitation activities for FSSA.

#### **II. Review and Approval of September 3, 2014 Meeting Minutes**

Following review of the minutes, Mr. Redelman motioned approval; Mr. Gaylor seconded; motion passed.

#### **III. Discuss Potential Structures for Integrated Workforce Development System**

The taskforce continued its discussion on what the ideal structure for the workforce development system would include. Throughout the discussion, the taskforce reviewed the step-by-step process that clients must go through in order to receive services from multiple programs spread across multiple state agencies and partners. Oftentimes, clients must register in five different electronic systems and visit three to four different offices while receiving duplicative or similar services at each location. Taskforce members discussed the need to ensure that all services (programs, agencies, and partners) are focusing on the same desired outcomes for clients. These outcomes should at their base be entrance into the workforce (in a high wage/high demand job), sustained employment, and increased earnings. Additionally, the taskforce discussed the need to measure certain indicators including enrollment in education or training and receipt of a degree or certification.

The taskforce also discussed the need for system partners (agencies, programs, etc.) to have a shared intake process and to utilize the same data systems for service tracking and outcomes. Additionally, the taskforce discussed the need for a single point of entry for clients and the potential for cost-savings and increased coordination across programs by reducing the physical footprint of offices throughout the state. Taskforce members asked staff to work on creating a flow of services that

focuses on putting the client at the center of the process and how funding streams would be organized around the client rather than the other way around. Mr. Klinck agreed to share a process flow showing this at the next meeting of the taskforce.

The taskforce also discussed the ideal structure for providing services to business clients. Mr. Klinck shared a PowerPoint slide that indicated what a fully integrated business service delivery structure could look like. Taskforce members discussed the model and asked Mr. Klinck to update the graphic showing the functions that would be combined among system partners and agencies. Mr. Klinck will provide an updated graphic at the next meeting.

The taskforce briefly discussed how to drive to a streamlined governance structure for the state's system. Taskforce members commented that it is important for each entity within the governance structure to understand and buy into their respective roles, but that all governance should begin with understanding what client is being served and what their needs are.

#### **IV. Adjournment**

Prior to adjourning, taskforce members agreed to change the time of the next taskforce meeting to 12 to 1:30pm on September 30<sup>th</sup>. Additionally, Mr. Klinck indicated that he would send out a poll to taskforce members to establish a meeting date in October prior to the Career Council meeting on October 28<sup>th</sup>. Following brief discussion, Mr. Pickett adjourned the meeting at 5:35pm.